



Docket No.: 2950P053

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

ROBERT H. JOYCE, ET AL.

Application No.: 09/604,199

Filed: June 27, 2000

For: **SYSTEM AND METHOD FOR
AUTOMATED AND CUSTOMIZABLE
AGENT AVAILABILITY AND TASK
ASSIGNMENT MANAGEMENT**

Art Group: 2171

Examiner: Not yet assigned

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INFORMATION DISCLOSURE STATEMENT UNDER 37 C.F.R. §1.97

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

In accordance with the duty of disclosure, enclosed is a copy of Information Disclosure Statement by Applicant (form PTO/SB/08), which is being submitted before the mailing of a first Office Action. It is respectfully requested that the cited references be considered and that the enclosed copy of PTO/SB/08 be initialed by the Examiner to indicate such consideration and a copy thereof returned to applicant(s).

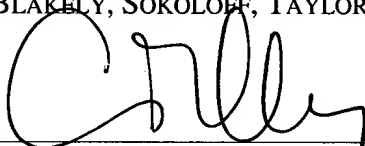
The submission of this Information Disclosure Statement is not to be construed as a representation that a search has been made in the subject application and is not to be construed as an admission that the information cited in this statement is material to patentability.

Please charge any fees due to Deposit Account 02-2666. A duplicate copy of the Fee Transmittal (PTO/SB/17) is enclosed for this purpose.

Respectfully submitted,

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP


Date: November 26, 2002



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I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class mail with sufficient postage in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231 on:

November 26, 2002


Patricia M. Richard 11/26/2002

Date